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INTRODUCTION -----

1. On behalf of all of us at the U.S. Mission in Namibia, congratulations on your assignment to Windhoek! We look forward to welcoming you to our community and to making your stay here as productive and pleasant as possible. Namibia is a beautiful country with its vast and varied landscapes full of life. Namibia offers a bit of everything -- friendly people and fascinating cultures, the famous Kalahari and Namib deserts, reserves and game lodges teaming with wildlife, mountains, canyons, quaint coastal towns, rugged coastlines, and the relatively lush regions in the northeast. The capital city, Windhoek, combines modern infrastructure with picturesque German-colonial architecture, and offers conveniences comparable to those of a small U.S. city. Windhoek is also a short flight away from Cape Town, Johannesburg, Victoria Falls, Botswana's Okavango Delta, and other regional destinations.

2. You can find more information on Namibia in our Post Report or from our comprehensive Intranet web site, available via the main State Department Intranet site. We also recommend picking up a guidebook or two on Namibia which can help fill in the blanks. There are several available from widely sold travel publishers in volumes that can include Zimbabwe and/or Botswana.

GETTING HERE -----

3. Flights to Namibia are available from Europe or South Africa. Direct flights from Europe (Frankfurt, London, Dusseldorf (only available from December until February each year) and Munich) into Namibia are available on Air Namibia or the German charter LTU. Currently there are code share flights from Atlanta, New York and Washington, D.C. to Johannesburg on Delta/South African Airways and United. Many more airlines serve South Africa, from which several daily flights serve Windhoek through Johannesburg and Cape Town.

LOCAL EXPRESSIONS -----

4. One thing you may never get used to is local pronunciations and new meanings for old words. A few examples: Windhoek is "vind'-huuk," though you will also hear "vin'-tuuk." The coastal town of Walvis Bay is "vahl'-fis," but that becomes "vahl'-fish" in a heavy Afrikaans accent and "wall-fish" in the English corruption. Namibian President Hifikepunye Pohamba last name is "po-ha-m-ba." As elsewhere in southern Africa, a "robot" is a traffic lights and "baby marrow" is zucchini.

STAFFING -----

5. The Mission community currently has 29 direct-hire Americans plus family members, approximately 6 contract and local-hire American employees, and over 100 Peace Corps Volunteers. 107 Locally Employed employees work for State, Defense Department, U.S. Agency for International Development, Peace Corps, Centers for Disease Control and the Millennium Challenge Corporation.

WORK HOURS -----

6. Employees work 7:30 to 5:15 Monday through Thursday (one-hour lunch), with a 15-minute flextime variation permitted either earlier or later. On Friday, the hours are 7:30 to 12:30, again with 15-minute flextime variation permitted. The Mission does not operate a snack bar, and most employees either bring their lunch or go home for lunch. A local caterer also delivers lunches to the Chancery with menus circulated each morning. Most stores are open from 8:30 am to 5:30 pm Monday through Friday, and from 8:30 am to 1:00 pm on Saturday. Many smaller stores and shops close between 1:00 pm and 2:00 pm for lunch. Grocery stores, however, have longer

hours and the "Portuguese shops" stay open until 10:00 pm much like our convenience stores. Most businesses close for holidays, and some close for extended periods during the festive season (from about December 15 to January 15). Barbers and hair salons often require appointments.

BUSINESS ATTIRE

17. Business dress is similar to the State Department in Washington. Men wear dress shirts and ties throughout the day and keep a blazer or suit coat handy. Women wear dresses or skirts/slacks and blouses.

CLIMATE

18. From June to mid-September (winter here), nighttime temperatures can - though seldom do - fall below freezing, but constantly sunny skies mean afternoons reach 20 degrees Celsius (70 degrees Fahrenheit). Houses can get chilly at night, though split-system heating/cooling units are installed in most bedrooms. Be sure to bring clothing similar to what you would need in the late fall in Washington. From December to March (summer) daytime temperatures approach 35 degrees Celsius (95 degrees or more Fahrenheit), but this is also the rainy season when the yellow and brown hills turn shades of green, and storms bring a little relief from the heat. No matter what the temperature, in such a high and unpolluted place the sun is always intense -- Namibia's rate of skin cancer is second only to Australia's -- so skin-covering apparel, sunscreen, sunglasses, and hats are all in order. However, nights cool off rapidly and you will never see stars like one does in Namibia.

HOUSING

19. Mission personnel are assigned to government-owned or leased houses in accordance with 15 FAM regulations. Most houses are sited on steep hills in pleasant residential neighborhoods. Most yards are not large and are landscaped for an arid climate (without lawns), but many sport flowering trees and shrubs. Most houses feature a small, fenced-in swimming pool in accordance with Department of State regulations, (with cover), a braai (barbecue) area, a patio partially covered by a sunshade or canopy, separate staff quarters, and covered or garage parking. Some houses have somewhat eccentric up-and-down floor plans typical of houses built on hills. All residences are equipped with split-system heating/cooling units in most rooms; some houses also have ceiling fans and may have a fireplace located in the living room. Furnishings are what you have come to expect around the world (plus a computer desk) and include U.S.-sized appliances (e.g., stove, refrigerator, freezer, washer, dryer, dishwasher, microwave, and vacuum cleaner). There is a queen-sized bed in the master bedroom and at least one twin bed in the other bedrooms. All houses are equipped with at least three 220-to-110-volt transformers, one telephone, and one humidifier. All residences are furnished with drapes and curtains.

New arrivals also have the use of a large, commercial welcome kit until your shipments arrive. If you are considering shipping furniture to post, please bear in mind that (3)s and/or roaches the Facilities Maintenance Manager can provide assistance. All of the residences are equipped with smoke and carbon monoxide detectors.

HOUSEHOLD HELP

110. The Mission will pay for your pool service for the first month and gardening service for the first two months, but after that they are your responsibility. Pool service is not expensive but many people learn to take care of their own using locally available chemicals and Mission-supplied pool tools. Gardeners -- usually an untrained person who comes in to water, cut grass, rake leaves, and do general upkeep using the Mission-supplied lawnmower -- are available privately or via gardening services. Housekeepers for general cleaning and laundry are readily available, and many move from one expat family to the next. Skilled nannies or cooks can be found but not as easily as housekeepers. Most household staff do not live in, though live-in staff can be found if desired. The CLO keeps a register of people seeking employment as household staff and can help match prospective employees to your needs.

ELECTRICITY

111. Namibia's 220-volt and 50-cycle (hertz) electricity is reliable and outages are not common, in Windhoek at least. Plugs are the same as those found in South Africa, similar to the mammoth British variety except that they use three round posts rather than square ones. Adapters are available -- European (2 or 3 post) to South African -- but adapters that go from U.S. three prong plugs to South African round are hard to find and somewhat expensive when available (about \$6). Electrical surge protectors are available here, and shops also sell lightning arresters that serve somewhat the same purpose. (Yes, we have thunderstorms in the rainy seasons that occasionally leave power outages in their wake.) Uninterruptible power supplies (UPS) are also available.

WATER

12. Namibians are proud that water from taps in Windhoek and most of the country is safe to drink. Some personnel use filters to eliminate tastes or odors, and in times of drought the water can get murky. Bottled water is widely available. Drought is a constant concern: During such times, the government imposes water-use limits on residences. Indoor use of water is curtailed, outdoor watering is severely restricted, and yards lose a significant number of plants. In 1996, we converted most of our yards to rock gardens to eliminate water-loving grass.

HEALTH

13. Health care here is comparable to that found in a mid-sized U.S. city. Good basic care is available, though there is not much depth in specialists. Medical evacuations, which are rare from Windhoek, go to Pretoria, South Africa. Disease is not much of a problem, although about 20 percent of the local adult population is HIV positive. Namibia's unique dusts and pollens bring out allergies or respiratory problems in many people. If you have allergies and use a particular brand of medication, you should bring it with you. The air in Namibia is very dry, with little or no humidity away from the coast. If you experience dry sinuses, or nosebleeds, saline nose spray or Vaseline may help to keep your nasal membranes moistened. To avoid dehydration, remember to increase your fluid intake. The malaria belt in the north and east of the country covers some prime game-viewing areas, so anyone headed north should take prophylaxis. Malaria prophylaxis is not required in Windhoek.

SECURITY

14. Windhoek is rated critical for crime. The capital city has nearly 300,000 people, but its prosperous westernized center belies its poor outskirts. Urban centers throughout Namibia see a high rate of theft, mostly of the pickpocket, snatch-and-run, shoplifting, housebreaking, carjacking and "car breaking" variety. Some shops find it necessary to lock their front gates and make customers ring a doorbell to be buzzed in. Private security guards are everywhere. Violent crime, however, is rare.

15. Because security is a concern, security guards are stationed at each residence from 8:00 PM until 8:00 AM, seven days a week. All houses are surrounded by walls or fences, often complemented with razor wire and/or electric fencing. Each has a motorized vehicle gate, lighting around the perimeter of the house, grille work over doors and windows, and burglar alarms which, when triggered, send a signal to the local guard company and result in a response by the Mobile Patrol. Because neighbors often keep vicious watchdogs, it is a good idea to use caution when walking or jogging in residential areas. Some joggers carry pepper spray or some other non-lethal form of protection to use on dogs.

EDUCATION

16. Three schools commonly used by Mission staff (one of which is supported by the State Department's Office of Overseas Schools) are located in Windhoek. Although accredited by the New England Association of Schools and Colleges through grade 12, the Office of Overseas Schools rates schooling in Windhoek adequate only through grade 8. Some parents of children in upper grades send them out of country using the away-from-post education allowance. The schools are as follows:

A. Windhoek International School (WIS), established in 1991, is located on the western edge of the city. This is the only school sponsored and supported by the Department of State and it is where most Mission children attend classes. It offers classes in grades pre-K to 12 for an enrollment of 260. It has International Baccalaureate programs for both lower and upper schools and is accredited by both U.S. and European accrediting bodies. School hours are from 7:20 am to 1:30 pm. The school year runs on an American schedule, from mid-August to mid-June, but observes Namibian rather than American holidays. Approximately 14 children from the official American community go there. This is the only school in the city that does not require uniforms.

B. St. George's Diocesan School (Anglican), established in 1919, is in the eastern part of the city. It offers classes in grades pre-K to 10 to about 597 students. School hours are from 7:15 am to 1:00 pm and the school year runs on a southern hemisphere schedule, from January to December with Namibian holidays. Currently no children from the Mission attend this school. While developing a program for upper grades, St. George's historically fed into St. Paul's (see below).

C. St. Paul's College (Catholic), established in 1962, is also on the eastern edge of the city, where it offers classes in grades 1-12 to about 509 pupils. Students write the British IGCSE exams in grade 11, HIGCSE exams in grade 12. The school has an extensive program of

extracurricular activities. School hours are from 6:55 am to 1:20 pm and the school year runs from January to December with Namibian holidays.

17. Teenage children from the mission have also attended boarding schools in the U.S. and abroad.

18. Admission to WIS for Mission children is not limited by enrollment. Some grades at the other schools can fill up quickly, so it is imperative to reserve a place as early as possible. Some schools have entrance examinations.

19. The Windhoek International School has very modest staffing and facilities for children with special educational needs. St. George's and St. Paul's have no special education programs. Please contact the Office of Overseas Schools and the CLO for more information.

20. A variety of pre-school options is available, including the Windhoek International School (\$3,350 per year), a Montessori school (approximately \$1,200 per year), and pre-school/day care facilities run from private houses (\$500 per year, but also available short-term or for as little as one day per week). Pre-school hours typically run from 7:30 to 1:00.

21. The Mission runs a school bus to the Windhoek International School. The standardized regulations also provide for some reimbursement of home-to-school transportation costs for families who choose other schools.

22. Adult education: Inexpensive classes are available at the University of Namibia, the College of the Arts (music, art, dance, and acting classes), the Polytechnic of Namibia (vocational/technical training), and the Franco-Namibian Cultural Center (French language and art classes).

MONEY

23. The exchange rate for Namibian dollars is the same as the South African Rand, currently at about N\$10 to US\$1. Inflation runs about 8 percent annually. The Rand is in free circulation in Namibia, but Namibian dollars are not accepted in South Africa.

TAXES

24. Namibia implements a 15% Value Added Tax (VAT) on most items. Although diplomatic employees are exempt from the tax, we pay it up front and file for reimbursement on a monthly basis. It's very important to save receipts showing your name and address, the date of purchase, store name, VAT amount and VAT identification number issued to each store.

CARS

25. According to Namibian regulations, employees are allowed to import two cars and to sell these cars without penalty after two years in country. As traffic moves on the left, cars with the steering wheel on the right are standard. Currently, Namibian law prohibits importation of left-hand drive vehicles.

26. Due to the long distances between towns and the sometimes-harsh climate and road conditions, the most popular vehicles here are 4-wheel drive SUVs and pick-ups (called "bakkies"). However, major roads are paved and you can easily get by with a minivan or sedan to most places. Cars built to southern African specifications include very heavy tires, higher and heavier suspension, dust filters, standard transmissions, simplified options packages that are easier to repair, and engines, which can handle the heavier motor oil.

27. Vehicle makes available locally include Jeep, Chrysler, Toyota, Nissan, Audi, VW, BMW, Land Rover, Subaru, Hyundai, Daewoo, Volvo, Opel, Isuzu, Suzuki, Ford, Mazda, Mitsubishi, Dodge, Hummer and Honda. New car prices vary by make and model, and can be quite expensive. Shipping a car from the U.S. or another post, buying reconditioned cars from companies in Japan, or purchasing used cars from departing employees or local dealers are all popular options. Used cars prices can be expensive as well. White is the predominant color and useful for deflecting sunlight. Virtually every local car is equipped with an anti-theft device, and some people at post also have a bar- locking device for the steering wheel. Because Namibian drivers do not like automatic transmissions, they are hard to find, particularly in small cars and can be difficult to get serviced.

28. Auto parts can be expensive and sporadically available, so consider bringing a supply of oil filters, air filters, belts, spark plugs, fuses, and other automotive consumables with you. Tires in most sizes are available but are fairly expensive. When venturing into the more remote areas of Namibia, it is prudent to have at least two spare tires on hand. Also make sure your tires are rated for high temperature road operation.

29. Driving: For such a vast country, Namibia is served by a large network of paved and well-graded gravel roads even in remote areas, and driving remains the best way to see its striking scenery. A U.S.

driver's license is the only license you will need. Traffic is light, but drivers tend to be on the aggressive side, especially during the lunch hour (normally 1-2 pm) or after work (about 5 pm). Also, be on the lookout for taxi drivers, who tend to drive slowly looking for fares, and will stop to pick up riders with little or no notice just about anywhere on the street. It is a 3.5-hour drive to Swakopmund, the resort town on the coast, along a straight and narrow asphalt road without shoulders where the speed limit is 75 mph. Driving to Etosha National Park can take 4 to 5 hours, and driving to Cape Town ranges from 14 to 16 hours and an overnight stop. Many cars zoom along at 85-90 mph plus, but you'll also encounter cars moving at a snail's pace of 35-40 mph on the same roads. Namibia's wide open spaces make it tempting to speed on gravel roads as well, a behavior that causes numerous "roll overs" and has brought many inexperienced drivers grief.

130. Gasoline: As of January 1, 2006, Namibia no longer imports leaded gasoline; however, a lead replacement fuel is available. Unleaded gasoline (95 octane) is available along all major roadways in Namibia. Diesel is also widely available. Gasoline is not tax-free, but includes a fee to cover medical costs associated with vehicle accidents. This tax is not refundable.

PETS ----

131. If you are bringing a pet, contact GSO at least 10 weeks before your pet's anticipated arrival. The GSO will complete the application form, with your provided information, on your behalf and send it to the Ministry of Agriculture, Water, and Rural Development at least six weeks before your arrival. The Ministry will return the approved permit to the GSO office and it will be sent to you. Your veterinarian will need to complete the rest of the permit in full (please read the requirements very carefully). You will need to inform GSO about your arrival date, time, and flight number about a week in advance, and we will inform the airport customs officials and health officials of the pet's arrival. Upon entry, you will be required to present the permit and show your pet's International Health Certificate indicating a valid rabies vaccination within the last 6 months, but at least 30 days before arrival. The animal will be released to you only if your permit does not indicate that the pet requires quarantine. All pets are likely to be quarantined unless they come directly from the U.S. or EU. Based on input from you, GSO section will verify quarantine requirements prior to your arrival. The standard quarantine period is 30-45 days; however, this could vary depending on vaccination requirements. You will have to take the documents to the State Veterinarian for final health approval within about a week of the pet's arrival. If your pet does have to go into quarantine for any reason, rest assured this facility is very well run. Veterinarians in Namibia are excellent.

132. All pets transiting South Africa require a transit visa and must have a tracking microchip in place prior to arrival; GSO will contact the Embassy in Pretoria on your behalf to apply for the permit at the same time we apply for the permit for Namibia. There is no cost for the permit; however, you must apply for the transit permit two months prior to travel. Please be aware that several separate requirements exist for animals transiting Europe. Also, see the Windhoek box in the Overseas Briefing Center for more information.

ENTERTAINMENT -----

133. Namibian television broadcasts on the PAL-UK system (as opposed to the NTSC standard in the U.S.), so bringing a multi-system television and VCR is a good idea. The Namibian Broadcasting Corporation (NBC) has one television station in Windhoek that broadcasts some American series, movies, and 90 minutes of CNN world news each day. Multi-Choice is the only "cable" company. To sign up, you need a decoder and a television aerial (about US\$250). Prices run about US\$50 a month for 5 channels which include M-Net, a movie and series channel, and NBC. For US\$600 for the dish, decoder, and installation, plus US\$40-\$60 a month, you can be hooked up with DSTV (digital satellite TV), which offers ESPN, MTV, CNN, BBC, Hallmark, TNT, The Cartoon Network, The Discovery Channel, History Channel, several movie channels, etc. If you want cable or satellite TV service, make your interests known. Personnel departing post may have a system they want to sell.

134. Video Rentals: There are a number of small video rental shops renting DVDs and PAL system videos, including one almost directly across the street from the Mission. Videos lag behind the U.S. by six months, but stores stock most of the latest English-language blockbusters. There are very few independent films or films with subtitles. After 2-3 years, older videos make way for newer ones; so don't look for classics either. Although the Mission does not run an NTSC video club, the CLO does have a few older store-bought videos and videos of taped TV programming that are available for loan to Mission employees. Generally, other people at post are also happy to share videos they own. DVD rentals in Namibia will not run on most American-bought DVD players unless they are capable of playing both region 1 (USA) and region 2 (Namibia) DVDs. Most DVD players purchased in the United States play DVDs coded for Region 1. If your DVD player is a multi-system and is programmed to play DVDs

coded for Region 2 you can rent DVDs here in Namibia.

135. Movies: Windhoek has a five-screen multiplex theater, showing popular movies (mostly American) about one month after their U.S. release dates. You can buy tickets and reserve seats in advance. Tickets cost about US\$6 for adult and US\$3 for children under 12.

136. Radio: There are 12 FM radio stations: six private stations (all stereo) and six run by the Namibian Broadcasting Corporation (one stereo), some broadcasting on more than one frequency. There is one AM station, also NBC. Many of the NBC frequencies are community stations; it broadcasts in 12 languages. Play lists include a riotous mix of mostly Germanic-Euro pop, Christian, country western, reggae, and rhythm and blues music. There is one adult-contemporary station with a heavy American accent, including a U.S. "Top 40 Countdown" show on weekends, but on other stations very few programs are dedicated to just one type of music. You have to look hard for jazz, and classical offerings.

137. CDs: Compact discs run slightly higher than U.S. prices. Selection is limited but improving with the recent arrival of South African chains into Windhoek. Many people here do much of their shopping on the Internet.

138. Books and Magazines: Several bookstores offer a mix of English, Afrikaans, and German titles. Popular fiction, picture books, and guidebooks are reliably available. Selections of quality fiction and children's books are spottier but improving. Prices are generally higher than those in the U.S. A selection of guidebooks to Namibia and neighboring countries is available. One South African chain store has a large array of current magazines on virtually every topic. Again, though, many people opt to use the Internet for their book buying.

FOOD AND DRINK

139. Namibian beers, South African wines, the German breads, and the yogurt here will be some of the best you've ever tasted. Southern Africans are meat eaters with a capital "M" and meat and game are widely available. Fish and other seafood (oysters, rock lobsters) are too, fresh on the coast if often frozen elsewhere. There's plenty of cheese and fresh whole and two-percent milk. Produce is shipped in from South Africa and is good, though seasonal.

WHAT TO BRING

140. There is very little you cannot get on the local market. If you have favorite food items, include them in your shipment. Other things that are hard to find: High-altitude cookbook (Windhoek is a "mile-high" city); real maple syrup, though local versions are available; chocolate syrup (you may not like the kind they have here); any toiletries and medicines (especially liquids) for which no substitutes will do; mixes, frosting, flavor extracts ("essences" without alcoholic content are available), Bisquick, and chocolate chips; cosmetics if you're attached to particular brands. For questions about locally available medical supplies, check with the Health Unit.

141. Consumables: Employees in Windhoek do not receive a consumable shipment. You can find nearly everything you need if you hunt around a bit, albeit at higher prices than in the U.S. There are numerous well-stocked supermarkets here, plus two mid-sized wholesale warehouses. Several specialty shops also sell products imported from Italy, Portugal, China, etc.

142. Televisions, computers and other large electronic components are available here but at higher prices than in the U.S. Small electrical appliances, cameras, binoculars, tools, and camping gear are all available locally, though can be fairly expensive and sometimes selection is limited. Consider bringing a portable barbecue grill (the large built-in braais are often not efficient for cooking for smaller numbers of people, and local "Weber" type grills are expensive). A selection of clothing is available and not expensive, though quality is not quite up to U.S. standards.

143. Do not bring paper school supplies; schools demand A-4 paper: two-hole loose-leaf paper and book-bound 192-page notebooks with cardboard covers. You may want to bring surge protectors for computers. They are available at fairly reasonable prices, and the items you bring may not work with the 220-volt, 50-cycle electricity here. Reasonable selections of baby products (food, diapers) are available, and a number of stores sell baby toys, equipment, and furniture.

144. Photographs: Every application form seems to require small passport-sized photographs, so hit the ground running by bringing along at least 10 for each member of the family. Studios in Windhoek can also supply ID photographs.

SPOUSAL EMPLOYMENT

145. A number of positions are generally available to spouses and other authorized eligible family members (AEFM & EFMs) of personnel

assigned to Windhoek. Positions are full- and part-time and include: Ambassador's Special Self-Help Program Coordinator, CLO Coordinator, Newsletter Editor, RSO Administrative Assistant, Security Escort and Consular Associate. Some positions may come open this summer; please contact us if you have a specific interest. Other agencies at post may also have suitable opportunities for qualified EFMs.

MAIL/PHONE/INTERNET -----

146. Mail: The Mission community is served by pouch mail, which is governed by 5 FAH 10 H-520 (general), H-530 (prohibited shipments) and exhibit H-311 (weight and size limits). Letters require domestic postage as though they originated from Washington, D.C. Windhoek also participates in the homeward bound mail program. This will allow you to send parcels to the U.S. via pouch. However, in addition to ensuring that proper postage is on the parcel (as if mailed from Dulles), you will have to pay a shipping fee to get the parcel from Windhoek to Dulles - around US\$3.50 per pound. The Mission does not sell U.S. postage stamps, so bring an initial supply of stamps and plan to re-order periodically. Mail from the U.S. takes 3-4 weeks using the pouch. APO is not available in Windhoek.

147. The Namibian post is also an option, but be aware that both domestic and international mail sent by Namibian post is often misrouted, seriously delayed, or pilfered, particularly during the festive season. If sending mail to Namibia via international mail, use the Mission's mailing address: Private Bag 12029, Aussspanplatz, Windhoek. Mail is not delivered to houses in Namibia.

148. Telephones: Telephone service in Windhoek is generally reliable, although problems with service and billing are not infrequent. The telephone structure within Windhoek is in flux, with new technology, such as fiber optic lines and Integrated Services Digital Network (ISDN), existing with old copper wiring, which can fail in the rainy season due to deteriorating insulation. There is a substantial push to replace the aging lines with the newest technology, which gives hope for more a more reliable telecommunications infrastructure in the future. Embassy personnel receive one phone line in their residence with one or two instruments (depending on the layout of the house) provided.

Additional lines can be ordered through the local telephone company (Telecom Namibia) at a cost of about US\$40 per line, plus a monthly charge per line of about US\$15. The cost of telephone use varies according to the duration and time of the call. Namibian phone service is compatible with U.S.-based callback services, which can substantially reduce the cost of calls to the U.S. or other international locations. Typical callback rates are currently around 75 cents per minute. The resident is ultimately responsible for the connection and disconnection of any additional lines or services.

The Chancery, Cultural Center, and USAID building have access to International Voice Gateway (IVG) lines providing connectivity to the Department and other Embassies in the IVG network. These lines are also capable of accessing numbers in the 202, 301, 703, 800, and 888 area codes, and reasonable personal use of IVG lines is permitted by post policy.

149. Cell phones: Cellular phones are provided to all direct hire employees and are widely available in Namibia, with coverage in all of the most important cities and tourist locations, although often not on the roads or in the towns in between. Cellular phones are in wide use and, in many instances serve as the primary means of communication. Cellular service is reliable and is complete with options for Callmail, International Roaming, Call Forwarding, Short Message Service, Call Barring, Call Wait/Call Hold, FAXMail, and Call Line Identity, just to name a few. The cost of cellular phone instruments - chiefly Motorola, Nokia, and Siemens - ranges from under US\$100 to more than US\$400 depending on features. Fees include a one-time connection fee of about US\$30 and monthly subscription fees of US\$15. Phones bought in the US must be at least tri-band and be unlocked by the manufacturer. Many companies in the US sell these type phones over the internet. A pay-as-you-go service option, called Tango, does not require a connection fee or subscription service. Cell to cell calling charges are about 15 cents per minute, and there is no charge for receiving calls. Local cellular service covers 52 countries in Africa, Europe, the Middle East, and the U.S. The instruments themselves also work in much of Europe, but require a separate service subscription. Instruments purchased in the U.S. will generally not work in Namibia.

150. Internet and computers: Windhoek has various Internet Service Providers (ISPs) to choose from for residential access. Users can dial into the ISPs using a standard analog modem with a maximum speed of 56Kbps (average is around 36Kbps), via an ISDN Basic Rate Access (BRA) line at 64Kbps or ADSL service. Cellular companies provide the G3 service at a substantial cost. All ISPs provide Internet access, as well as e-mail services. For analog ISP service, the monthly service charge is about US\$14, and the cost of a local call to the ISP is about two cents per minute. For basic ISDN service, the monthly service charge from the ISP is about US\$52, the

monthly charge from the phone company for the ISDN line is approximately US\$25, and the one-time installation fee is about US\$40. The ADSL service varies in price according to the download capacity. The basic ADSL service costs approximately US\$40 but is capped at 1GB monthly download at 256Kbps. Wireless services are offered by some of the local ISPs. Internet access is also available in the Community Liaison Office for reasonable personal use by employees and adult family members. Windhoek also has several locations, including an Internet cafe, that offer Internet access for a fee of about US\$1.20 per hour. A limited selection of computers, hardware and software is on sale in Windhoek at prices equal to or higher than those in the U.S.

INTERNATIONAL COMMUNITY -----

151. A number of countries currently maintain Embassies or High Commissions in Windhoek. They include Algeria, Angola, Botswana, Brazil, China, Republic of the Congo, Cuba, Egypt, European Union, France, Germany, Ghana, Great Britain, Iceland, India, Indonesia, Italy, Kenya, Libya, Malaysia, Nigeria, Russia, South Africa, Spain, Sweden, Venezuela, Zambia, and Zimbabwe. The UN and several NGOs also maintain a presence along with six honorary consulates. There is an Association of Diplomatic Spouses and a less formal International Women's Association.

CONTACT INFO/SPONSORS -----

152. As we get closer to your arrival time, we will assign you a social sponsor. Until then, please feel free to contact Deputy Chief of Mission Matt Harrington, Management Officer Gary Anderson, HR/FMO Richard Atkinson or GSO Brian Buckingham, via e-mail, phone, or fax with any questions you might have. The Mission's phone number is (264 61) 295-8500 and the fax number is (264 61) 295-8603. We look forward to your arrival.

153. MINIMIZE CONSIDERED.

MATHIEU